



***Questions for Appropriations Committee Information
Hearing on Impact of COVID-19***

DMV Operations	
1. How is DMV handling day-to-day operations of registrations, licenses, drivers test and all other transactions with the public?	<ul style="list-style-type: none">• DMV began offering services on an appointment-only basis as of July 14, 2020 (see EXHIBIT A)• Due to social distancing challenges, Putnam and Middletown are closed• Nutmeg and AAA partner locations are open by appointment only for license renewals and duplicates• West Haven Town Hall has not yet provided a date for reopening to continue providing DMV services• Customers can complete transactions by mail, fax, email, or by calling the Contact Center• Due to limited staff, there is a 4-6-week backlog for customer transactions
2. How is DMV handling the CDC requirements of social distancing for staff and the public?	<ul style="list-style-type: none">• Reopening plan reviewed with the Reopening committee on June 19, 2020. The DMV plan is in compliance• Appointment only system deployed to control the foot traffic for the safety of both employees and customers (see EXHIBIT E)



Revenue	
1. How has COVID-19 impacted revenue?	<ul style="list-style-type: none">• The DMV has experienced an 18% decrease in anticipated revenue over last fiscal year. The anticipated FY2020 revenue totals \$584M, while FY 2019 was \$488M.• Revenues delayed due to license and registration expiration date extensions (see EXHIBIT B)• Expect to collect most of the revenue by December 31, 2020 <p>Anticipated FY20 revenue to be collected in FY21:</p> <ul style="list-style-type: none">• License = \$10M• Registration = \$34M• Sales Tax = \$27M• All other = \$25M - includes miscellaneous dealer license fees, fines, permits, emissions late fees and revenue collected for other agencies or funds such as passport to parks, greenhouse gas, boats, etc. (see EXHIBIT C)

2. What has been the trend of buying and selling new and used vehicles?

- Based on sales tax revenue collected for private vehicle sales, revenues were heavily impacted in April
- Overall sale tax revenue collected was down 84% in April, 74% in May and 61% in June, over the same period last year
- Revenues have steadily increased since the low point in April; sales tax increased by \$1m from April to May, and June saw an additional \$1m gain
- Between March through May 2020, car dealer sales were at 35% (down 65%) compared to the same period last year
- In June, sales were back to 85% of the previous year. Boat, RV and motorcycle sales are at or above pre-COVID levels
- As the reopening plans for CT and the DMV progress, we expect the revenue to steadily increase
(see EXHIBIT D)



Cleaning	
<p>1. Are all DMV offices open for service?</p>	<ul style="list-style-type: none">• As of July 14, all DMV branch offices are open except the Middletown and Putnam offices (see EXHIBIT A) and our partner location in West Haven.• The following offices are open for service: <p><u>Office Locations</u></p> <ul style="list-style-type: none">• Bridgeport• Danbury• Hamden• Norwalk• Old Saybrook• Waterbury• Wethersfield• Willimantic• Enfield• New Britain• Norwich• Winsted• Cheshire <p><u>Licensing Partners</u></p> <ul style="list-style-type: none">• AAA Alliance Locations• Milford Nutmeg State Financial Credit Union• North Haven Nutmeg State Financial Credit Union• The Workplace, Stamford (to be operated by DMV and reopening in August)

2. What is the protocol for sanitizing and have there been extra costs associated with this?

- Nightly cleaning crews are deployed to all open branches to deep-clean with a strong disinfectant of all surfaces, including high volume touch points; chairs; tables; railings; bathrooms; break rooms; and office areas
- Internal maintenance staff provide spot cleaning as necessary during business hours
- DMV staff remain diligent, ensuring work areas and equipment are cleaned using the appropriate cleaning agents provided by the agency
- Electrostatic disinfecting* occurs on a weekly basis

* All working branches are undergoing weekly electrostatic disinfecting. Electrostatic disinfecting quickly and evenly coats a surface with a disinfecting solution. Electrostatics provide no mechanical cleaning action, i.e., they do not remove physical soil. Rather, the electrostatic device disinfects pre-cleaned surfaces. This is done by using an electrostatic applicator that gives a negative charge to the disinfecting solution as it exits the nozzle so that it electromagnetically adheres to a targeted surface, providing 360-degree coverage. Electrostatic disinfecting provides a broad-spectrum approach managing cross contamination and microbial loads as it disinfects a complete surface area.
(See EXHIBIT E)

<u>Description of Additional Cost</u>	<u>FY21 thru 12/31</u>		<u>Fund</u>
	<u>FY20</u>	<u>Estimated Cost</u>	
Branch cleaning additional cost:	\$76,843	\$234,000	COVID 19 Federal
Weekly Electrostatic Spray:	\$290,588	\$884,000	COVID 19 Federal



Federal Funds	
1. Has DMV received federal funds from the stimulus package? How has this impacted DMV expenditures?	<ul style="list-style-type: none">• \$1,003,750 in Federal Funding received as of June 30, 2020 for FY20• \$5,352,410 in Federal Funding approved for FY21, expected to receive funds in July 2020• Impact of these funds has been positive: DMV has been able to stay within its current appropriations• DMV will continue to request Federal Funds related to COVID expenditures as the need arises (see EXHIBIT F)
2. Will these federal funds have an impact on the STF?	<ul style="list-style-type: none">• No impact expected: DMV anticipates staying within our current appropriation due to federal COVID funding

COVID – 19	
<p>1. What has been the overall impact to DMV because of COVID-19?</p>	<ul style="list-style-type: none"> • COVID has resulted in a significant backlog of work due to the closure of DMV offices • Due to statutory requirements that necessitate verification of primary documents, many transactions could not be processed while DMV offices were closed • For this reason, many employees were unable to work from home • Staffing levels have been at 25% while volumes of work have been about 40% of the pre-COVID levels (due to extensions, closed businesses, waivers, etc.)’ several staff also remain out on COVID-related leaves of absence • Public demand increased dramatically after phase 2 reopening • Backlogs have increased 200% in June, with wait times at 4-6 weeks • To address the backlog, DMV re-deployed front-facing staff to conduct back office transactions • COVID has presented DMV with the unique opportunity to re-evaluate how it delivers services • Within the 4-7 months, 6 end-to-end online services will be available, including: change of address, driver license and ID renewal, driver license and ID duplicates, driver history available online. • Scanning solution is being deployed 4th quarter to enable more employees to work from home
<p>2. Has there been increased overtime costs? Please provide a 3-year overtime report.</p>	<ul style="list-style-type: none"> • Overtime decreased dramatically at the start of the pandemic. • DMV anticipates that overtime will increase substantially as hours are increases to address backlog and citizen demand. (See EXHIBIT G)



Legislation	
1. Is there legislation that will help reduce costs to DMV?	<ul style="list-style-type: none">• The only legislation that will result in a reduction in costs to DMV is legislation that eliminates programs (e.g. property tax delinquency enforcement).

<p>2. Is there any legislation DMV needs because of COVID-19?</p>	<ul style="list-style-type: none"> • Broaden definition of “classroom instruction” in section 14-1 that applies to all title 14 statutes and regulations to includes online and remote instruction • Amendments to the following sections of the Connecticut General Statutes: <ol style="list-style-type: none"> 1. Section 14-12- To permit existing automobile dealers to issue and renew all vehicle registrations, whether sold by the dealer or through a casual sale. 2. 14-36(c)- To require an applicant who is obtaining a license for the first time in CT to present certification from a medical professional that the applicant meets the vision standards contained in CT regulations. Currently, DMV performs vision screening resulting in the applicant’s eye coming in contact with the vision machine. 3. Section 14-36d- To expand the conditions under which there can be remote license or identity card renewals, with no in-person appearance, when the customer has an acceptable image on file. Currently, the statute permits remote renewals only when: a person is in the military; out of state for a prolonged period; when conditions make in-person renewals impractical; or a significant hardship occurs. 4. Section 14-41- To expand partner services and locations. Currently partners are limited to providing the following services: license, ID, registration renewals and/or duplicates. This limitation in venue prevents partners from deploying kiosks or mobile units in libraries, bus and train stations, etc. 5. Section 15-144-To authorize marine dealers to issue permanent vessel registrations. Currently they are only authorized to issue temporary registrations. 6. Sections 14-165 to 14-192- To make changes that refine the ability to create and maintain an electronic lien and title system.
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Vacant Positions	
1. How many vacant positions does DMV have?	<ul style="list-style-type: none">• 46 full-time positions as of June 30, 2020
2. What is the funding associated with these?	<ul style="list-style-type: none">• 34 – Special Transportation Fund• 4 – Grants• 5 – Emissions• 3 – Split code between STF / Emissions



EXHIBIT A – DMV Service by Branch (as of 7/6/2020)

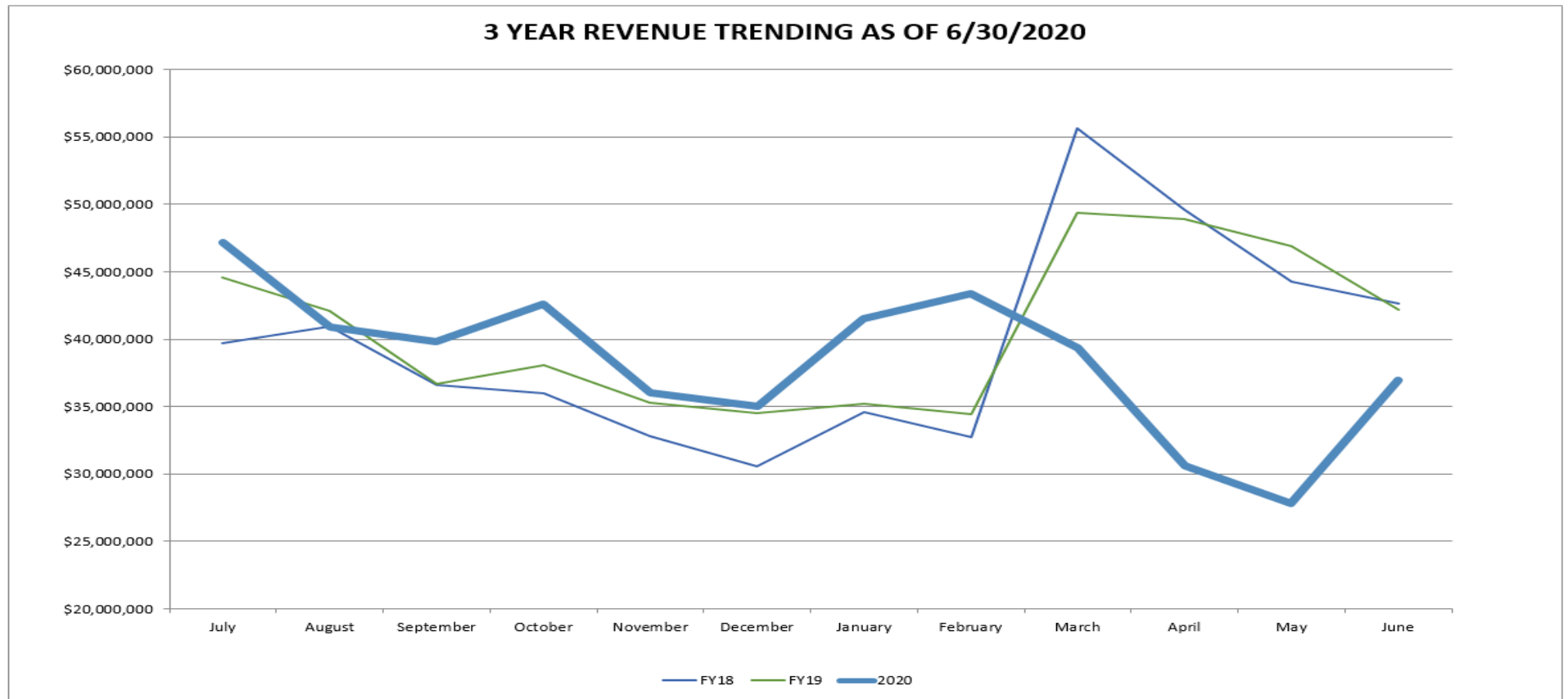
Available Services at the Connecticut Department of Motor Vehicles									
LOCATION	NEW LICENSE	LICENSE RENEWAL	NON-DRIVER ID (NEW)	OUT OF STATE TRANSFER - LICENSE AND REGISTRATION	CDL UPGRADE & CDL KNOWLEDGE TESTING	LEARNER'S PERMIT KNOWLEDGE TESTING	NEW REGISTRATIONS	DRIVER'S LICENSE ROAD TEST	MOTORCYCLE KNOWLEDGE TESTING
Bridgeport	6/23/2020	6/23/2020	6/23/2020	6/23/2020		7/7/2020	7/14/2020	7/7/2020	7/1/2020
Cheshire	N/A	N/A	N/A	N/A	N/A	6/23/2020	N/A	N/A	
Danbury	7/14/2020	7/14/2020	7/14/2020	7/14/2020		6/23/2020	6/30/2020	6/30/2020	
Enfield	6/23/2020	6/23/2020	6/23/2020	6/23/2020		N/A	7/14/2020	6/30/2020	N/A
Hamden	7/14/2020	7/14/2020	7/14/2020	7/14/2020	6/23/2020	6/30/2020	7/14/2020	6/30/2020	
New Britain	6/23/2020	6/23/2020	6/23/2020	N/A	N/A	N/A	7/7/2020	N/A	N/A
Norwalk	7/14/2020	7/14/2020	7/14/2020	7/1/2020		6/23/2020	7/7/2020	N/A	
Norwich	7/7/2020	7/7/2020	7/7/2020	N/A	N/A	N/A	7/7/2020	N/A	N/A
Old Saybrook	7/14/2020	7/14/2020	7/14/2020	7/1/2020		6/23/2020	7/7/2020	6/30/2020	
Waterbury	6/23/2020	6/23/2020	6/23/2020	6/23/2020		7/7/2020	7/14/2020	7/7/2020	7/1/2020
Wethersfield	7/14/2020	7/14/2020	7/14/2020	7/14/2020	7/14/2020 *School bus knowledge appts added	6/23/2020	6/30/2020	6/30/2020	
Willimantic	7/14/2020	7/14/2020	7/14/2020	7/14/2020	7/14/2020	6/23/2020	6/30/2020	6/30/2020	
Winsted	7/14/2020	7/14/2020	7/14/2020	N/A			7/14/2020	N/A	N/A
N/A -	areas can't offer	these services							



Exhibit B – COVID-19 Executive Orders Related to the DMV

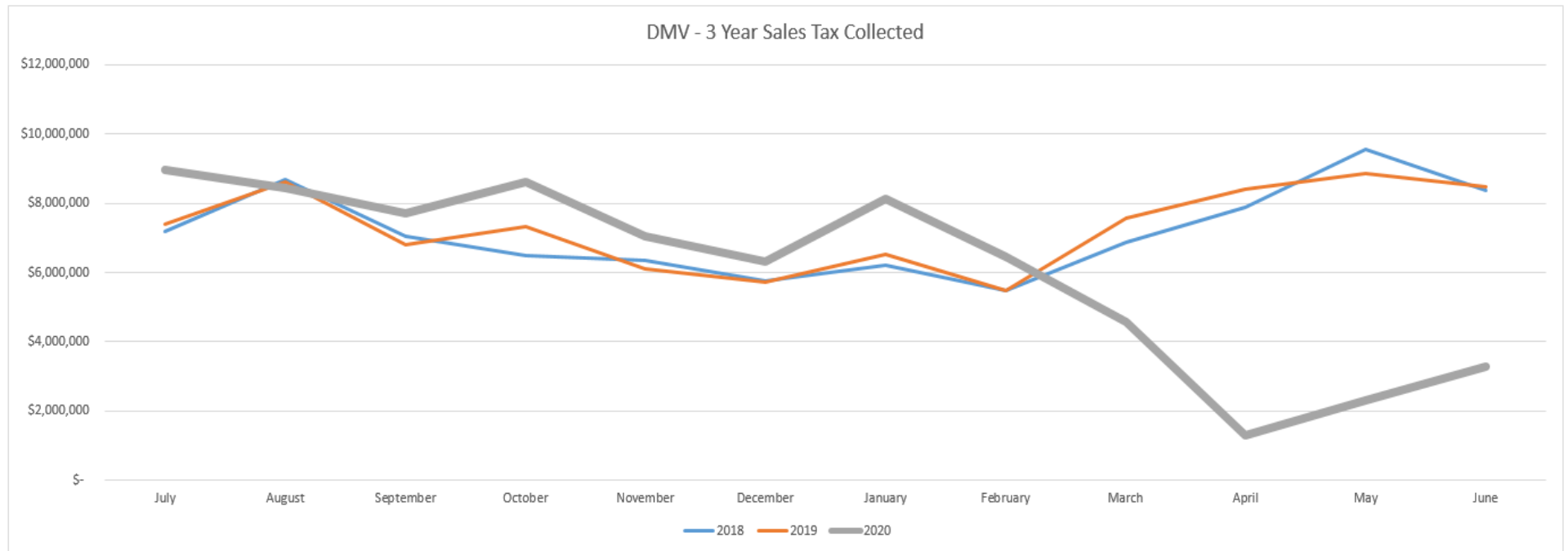
Order No.	Date	DMV-related Order
7	3/12/2020	Extension of DMV licensing renewal deadlines and suspension of other DMV requirements
7C	3/15/2020	Remote conduct of DMV operations; Authorization to suspend hearings
7G	3/19/2020	Postponement of presidential primary to June 2
7K	3/23/2020	Authorization of remote notarization
7M	3/25/2020	Tolling of time periods for DOT final determinations on permits; Suspension of mandatory statutory filing requirements for FOIA appeals and decisions; Authorization of state agencies to extend statutory regulatory administrative deadlines by 90 days
7Q	3/30/2020	Authorization of remote notarization
7R	3/31/2020	Preservation of student transportation services and special education providers
7V	4/7/2020	Safe workplaces in essential businesses
7Z	4/14/2020	Modification of state contracting statutes to facilitate the emergency procurement of essential goods
7BB	4/17/2020	Cloth face coverings or higher level of protection required in public wherever close contact is unavoidable; Further postponement of presidential preference primary to August 11
7GG	4/30/2020	Extension of existing contracts to prevent gaps in necessary services; Modification of state contracting authorities to facilitate the emergency procurement of essential services; Modification of state contracting statutes to facilitate the emergency procurement of essential services
7QQ	5/20/2020	Absentee Ballots during August 11, 2020 Primaries related to Covid-19 and Clarification that Commissioner Orders are Not Regulations under the UAPA
7YY	6/10/2020	Modification of DMV Functions (Registrations by Online Dealers; Extension of time to transfer to beneficiary by 60 days; waiver of temporary registration fee and timing of charge of use tax; postponement of instructor proficiency test; extension for driving instructors to submit medical certificates; DMV authorization for online or remote training; dealer issuance of permanent vessel registrations.)
7ZZ	6/16/2020	Extension of Remote Notarization
7CCC	6/25/2020	Issuance of Duplicate Licenses and Identity Cards
7DDD	6/29/2020	Authority to Extend Statutory and Administrative Deadlines by an Additional 90 Days

EXHIBIT C – 3 Year Revenue Trending as of 6/30/2020



FY	July	August	September	October	November	December	January	February	March	April	May	June	Total
2018	\$39,693,150	\$40,946,027	\$36,587,830	\$36,011,967	\$32,781,152	\$30,558,833	\$34,590,096	\$32,752,772	\$55,628,860	\$49,609,810	\$44,273,955	\$42,648,135	\$476,082,587
2019	\$44,600,271	\$42,116,154	\$36,705,336	\$38,072,994	\$35,301,648	\$34,511,280	\$35,216,442	\$34,455,824	\$49,349,175	\$48,916,954	\$46,929,788	\$42,152,465	\$488,328,332
2020	\$47,136,847	\$40,898,138	\$39,840,345	\$42,637,360	\$36,032,573	\$35,042,022	\$41,519,082	\$43,396,341	\$39,340,779	\$30,627,463	\$27,815,364	\$36,948,740	\$461,235,055

Exhibit D – 3 Years Sales Tax Collected



Fiscal Year	July	August	September	October	November	December	January	February	March	April	May	June	Sales Tax Revenue Total
2018	\$ 7,199,824	\$ 8,672,207	\$ 7,047,786	\$ 6,489,721	\$ 6,358,230	\$ 5,751,966	\$ 6,199,528	\$ 5,488,541	\$ 6,871,114	\$ 7,893,506	\$ 9,545,954	\$ 8,387,050	\$ 85,905,428
2019	\$ 7,395,623	\$ 8,620,089	\$ 6,788,058	\$ 7,309,900	\$ 6,120,007	\$ 5,723,848	\$ 6,518,452	\$ 5,484,504	\$ 7,556,282	\$ 8,406,816	\$ 8,854,117	\$ 8,485,457	\$ 87,263,153
2020	\$ 8,970,668	\$ 8,458,309	\$ 7,712,872	\$ 8,618,131	\$ 7,062,647	\$ 6,303,073	\$ 8,120,832	\$ 6,440,105	\$ 4,560,901	\$ 1,301,451	\$ 2,291,219	\$ 3,286,025	\$ 73,126,233



Exhibit E – DMV Safety Protocols (as presented to the Reopening committee)

Employees:

- Established single point of access/exit at all locations
- Touchless temperature scan and health symptom confirmation – completed daily

Visitors and Contractors:

- Established single point of access/exit at all locations
- Touchless temperature scan and health symptom confirmation – completed for each visit

Personal Protective Equipment (PPE) Materials:

Through the newly developed Employee Portal Website, staff will have access to information regarding the required use, distribution, care and disposal of all agency provided PPE. Human Resources has established a detailed distribution and tracking system.

- Tube Scarves – non customer facing employees (2 each)
- Cloth Masks - non-customer facing employees (1 each)
- Surgical Masks - non-customer facing employees (1 per week)
- KN95 Mask – customer facing employees (1 per week)
- Face Shields for agents administering road tests in customer's vehicles
- Latex gloves for individuals processing transactions; customer facing and back office
- Hand Sanitizer
- Antibacterial Cleaner & Wipes
- Alcohol Wipes

**Workspaces:**

- Plexiglas installed at all customer facing workstations
- Partitions

Buildings:

- Established single point of access/exit
- Touchless temperature scan and health symptom confirmation
- 2 Nurses stationed (4 hour shifts) at the entrances of DMV locations closed to the general public
- 2 Nurses stationed (8 hour shifts) at the entrances of DMV locations accommodating appointments
- Bilingual signage requiring masks/facial covering for everyone entering the building
- 2 Security guards at every established entrance point to enforce proper entry
- Customer entry into any branch locations only allowed with scheduled appointments
- Social distancing floor markers
- Established daily, nightly and weekly cleaning logs
- Cleaning and disinfecting of common touchpoints and heavily utilized spaces no less than four times a day
- Nightly cleaning of all open DMV locations
- Weekly Electromagnetic Cleaning
- Availability of cleaning supplies, alcohol wipes and hand sanitizer supplied at all locations



Location Access:

- Parking lot traffic pattern procedures with cones and signage. Complete for all branches in collaboration with DOT
- Coordination with local police to establish check point at entry (we do not want anyone to enter premise without appointment)
- Securing tablets and WiFi for appointment check-in



Exhibit F – OPM Covid-1 Allotment Summary

ACCOUNT	FISCAL YEAR	DESCRIPTION	AMOUNT REQUESTED
12060-29561	2020	Coronavirus Relief Fund #1 Appointment System	\$ 150,000.00
12060-29561	2020	Coronavirus Relief Fund #1 Sneeze Guards	\$ 125,000.00
12060-29561	2020	Coronavirus Relief Fund #1 Cleaning	\$ 447,000.00
12060-29561	2020	Coronavirus Relief Fund #2 Laptops	\$ 73,750.00
12060-29561	2020	Coronavirus Relief Fund #3 Branch two way radios	\$ 22,000.00
12060-29561	2020	Coronavirus Relief Fund #3 Reconfigure work spaces	\$ 150,000.00
12060-29561	2020	Coronavirus Relief Fund #3 Temperature Screening	\$ 36,000.00
			\$ 1,003,750.00
12060-29561	2021	Coronavirus Relief Fund #4 Temperature Screening	\$ 600,000.00
12060-29561	2021	Coronavirus Relief Fund #4 Digital Enablement Project	\$ 3,600,000.00
12060-29561	2021	Coronavirus Relief Fund #4 Hand Sanitizer Dispensers	\$ 34,312.00
12060-29561	2021	Coronavirus Relief Fund #5 Nightly Cleaning and Disinfecting	\$ 1,118,098.53



Exhibit G - DMV Overtime 3 Year Review

